

## **City of Milpitas Permit Center and Inspection Services Information**

Updated April 29, 2020

Effective May 4, 2020



### **Purpose**

Based on the Santa Clara County Health Order issued on April 29, 2020 that is in effect starting at 11:59 PM on Sunday, May 3, 2020 (the "[County Order](#)", superseding the prior March 31 Order), and Governor Gavin Newsom's March 19, 2020 Executive Order N-33-20, which directs people to stay in their homes or place of residence unless exempted (the "[State Order](#)"), and the City's Pandemic Management Plan Stage 5 activation, protecting the community from COVID-19 requires taking additional steps to prioritize the safety of our Permit Center visitors and City staff by minimizing contact. Permit Center service options via website information, online services, email, telephone, tele or web conferencing will be provided to minimize the disruption of services and inconvenience to residents, businesses, and other customers as detailed below and to ensure public health. Inspection service details can be found in the subsequent section.

### **Permit Center – Starting Tuesday, March 17, 2020**

The Permit Center will be closed for all in-person services through the last day of the County Order on Sunday, May 31, 2020. The City will be continually monitoring the situation and will update the public on potential changes to this date. Customers will be provided information on Permit Center services that are currently available online or via e-mail or telephone, including inquiry, permit applications, plan submittals, permit issuance, and other services. City staff will strive to respond to all phone calls and emails as soon as possible. Your patience is much appreciated during this interim Permit Center closure period.

### **Permit Center service options:**

- **Website general information**
  - [Building Safety and Housing](#)
  - [Planning](#)
  - [Engineering Land Development](#)
  - [Public Works Utility Engineering](#)
  - [Fire Prevention](#)
- **Permit Center services**
  - Service via email for Permit Center: [BuildingPermitCenter@ci.milpitas.ca.gov](mailto:BuildingPermitCenter@ci.milpitas.ca.gov)
  - Service via telephone for Permit Center: 408-586-3240
- **Building Safety and Housing services**
  - [Online permits](#)
  - [Electronic plan submittal](#)
  - [Online permit fee payment](#) (up to \$25,000)
  - [Online plan review status](#)
  - Service via email for Building Safety and Housing: [BuildingPermitCenter@ci.milpitas.ca.gov](mailto:BuildingPermitCenter@ci.milpitas.ca.gov)
  - Service via telephone for Building Safety and Housing: 408-586-3240

- **Planning services**

- Online Permits: Currently Planning Department does not accept online permits. However, please email your queries to [planningdepartment@ci.milpitas.ca.gov](mailto:planningdepartment@ci.milpitas.ca.gov) and the planner on duty will contact you. Please provide your contact information (Name, email address and phone number) and detailed information about the project (e.g. Project address, a detailed project description etc.)
- [Planning and Zoning Application](#)
- [Planning and Zoning Checklist](#)
- [Planning Fee Schedule](#)
- [Check Your Zoning](#)
- [Ordinance Information](#)
- Service via email for Planning:  
General inquiry: [planningdepartment@ci.milpitas.ca.gov](mailto:planningdepartment@ci.milpitas.ca.gov)  
[Planning staff contact list](#)
- Service via telephone for Planning:  
General inquiry: 408-586-3279  
[Planning staff contact list](#)

- **Engineering Land Development services**

- [Encroachment Permit Issuance/Work within City Street & Right of Way](#)
- [Flood Insurance Inquiry](#) or Call 408-586-3329
- Request Record Drawing/Improvement Plan Information: Call 408-586-3329
- Service via email for Engineering Land Development:  
Kenny Hoang (Engineering Aide): [khoang@ci.milpitas.ca.gov](mailto:khoang@ci.milpitas.ca.gov)  
Kan Xu (Principal Land Development Engineer): [kxu@ci.milpitas.ca.gov](mailto:kxu@ci.milpitas.ca.gov)
- Service via telephone for Engineering Land Development:  
Kenny Hoang (Engineering Aide): 408-586-3329  
Kan Xu (Principal Land Development Engineer): 408-586-3253

- **Public Works Utility Engineering services**

- Service via [online](#)
- Service via telephone: (408) 586-2600

- **Fire Prevention services**

- Fire Prevention Questions: 408-586-3365
- [Fire Prevention permit application](#)
- Fire Prevention credit card payment:  
Please call 408-586-3365 for authorization form.
- Fire Prevention permit submittals (submittals must include the fire permit application, payment and PDF formatted drawings). Please contact the Fire Prevention Office at 408-586-3365.
- Service via email for Fire Prevention: [FirePreventionOffice@ci.milpitas.ca.gov](mailto:FirePreventionOffice@ci.milpitas.ca.gov)
- Service via telephone for Fire Prevention: 408-586-3365

- **Service via teleconference or web conference**

- Please call the department staff assigned to your project to schedule a conference call.

## **Building and Fire Inspection Services – Effective May 4, 2020**

The [County Order](#) issued April 29 will be effective May 4, 2020. Under the new County Order, construction as permitted under the [State Order](#) and pursuant to the Construction Safety Protocols listed in Appendices B-1 and B-2 is considered Essential Business.

In other words, under the new County Order, all construction projects can resume, provided they comply with the Construction Project Safety Protocols issued as part of the Order.

The County Order defines two categories of construction projects and requires construction safety protocols accordingly:

- **Small Construction Project**

- See [County Order Appendix B-1 - Small Construction Project Safety Protocol](#).
- Any construction project meeting any of the following specifications is subject to the Small Construction Project Safety Protocol in Appendix B-1, including public works projects unless otherwise specified by the Health Officer:
  - a. For residential projects, any single-family, multi-family, senior, student, or other residential construction, renovation, or remodel project consisting of 10 units or less.
    - The Small Construction Project Safety Protocol does not apply to construction projects where a person is performing construction on their current residence either alone or solely with members of their own household.
  - b. For commercial projects, any construction, renovation, or tenant improvement project consisting of 20,000 square feet of floor area or less.
  - c. For mixed-use projects, any project that meets both of the specifications in the two subsections above.
  - d. All other construction projects not subject to the Large Construction Project Safety Protocol set forth in Appendix B-2.

- **Large Construction Project**

- See [County Order Appendix B-2 - Large Construction Project Safety Protocol](#).
- Any construction project meeting any of the following specifications is subject to the Large Construction Project Safety Protocol in Appendix B-2, including public works projects unless otherwise specified by the Health Officer:
  - a. For residential projects, any single-family, multi-family, senior, student, or other residential construction, renovation, or remodel project consisting of more than 10 units.
  - b. For commercial projects, any construction, renovation, or tenant improvement project consisting of more than 20,000 square feet of floor area.
  - c. For construction of Essential Infrastructure, as defined in section 16.c of the Order, any project that requires five or more workers at the jobsite at any one time.

**Section 16.c of the Order:**

For the purposes of this Order, individuals may leave their residence to provide any services or perform any work necessary to the operation and maintenance of “Essential Infrastructure,” including airports, utilities (including water, sewer, gas, and electrical), oil refining, roads and highways, public transportation, solid waste facilities (including collection, removal, disposal, recycling, and processing facilities), cemeteries,

mortuaries, crematoriums, and telecommunications systems (including the provision of essential global, national, and local infrastructure for internet, computing services, business infrastructure, communications, and web-based services).

Building and fire inspection services will be available for construction projects listed above.

### **Inspection request**

- Please make sure that **prior to requesting an inspection** for your project that you have complied with the required safety protocols imposed by the County Order / State Order.
- Please note that if the inspector finds that the required safety protocols imposed by the County Order / State Order have not been implemented on the job site, he or she has the right and responsibility to not conduct the inspection and reschedule to a time when the contractor has provided said protocols.
- For Building inspection request: [Online inspection scheduling](#) or Call 408-586-2797
- For Fire inspection request: Call 408-586-3380